

TITLE: Member Support Representative

REPORTS TO: Chief Operating Officers

SUPERVISES: N/A

Salary- \$43,134.00

Purpose

We are seeking a professional and friendly member support representative for answering telephone calls and directing members to appropriate departments or staff. In this role you will be the first point of contact for incoming calls, ensuring a positive experience through excellent phone etiquette and customer service. The ideal candidate will possess strong communication skills, a positive attitude, and a desire to assist members.

Duties and Responsibilities

- Answer inbound calls and respond to secure emails related to account inquiries, transactions, or general information.
- Serve membership by providing service and information in a professional and efficient manner via telephone or correspondence.
- Provide routine information on credit union services or policies, including eligibility for membership, types of credit union accounts, insurance on loans, interest rates, current dividend rates, locations of ATM machines, office hours and telephone numbers.
- Ensure that all credit union member related business is kept in the strictest confidence.
- Record all mail items, assist members with account maintenance such as address changes, password resets, debit card orders, and check reorders.
- Obtain copies of statements at the member's request.
- Demonstrate exceptional phone etiquette while managing multiple calls efficiently.
- Educate members on digital tools, features, and self-service options.
- Assist in resolving member complaints promptly and professionally.

Requirements:

- 1–2-year call center experience (preferred)
- Polite and professional phone rapport
- Good communication skills
- Excellent problem solving and decision making abilities.
- Commitment to superior customer service
- Ability to work efficiently, completing a variety of tasks

- Maintain confidentiality and professionalism in a fast-paced environment
- Prioritize demands and respond accordingly
- Ability to work independently
- Basic keyboard and computer skills
- Strong ability to retain job-specific information

Job Posting dated Thursday, July 10, 2025. All interested employees please submit resumes to Roxane Gugino by Monday, July 14, 2025.